



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *FC*
Bureau of Communication and Computer Services

DATE: October 30, 2002

SUBJECT: Local Telephone Directories

The Telecommunications Coordinator for each state agency is responsible for securing local telephone directories for their offices. Many Local Exchange Carriers (LECs), such as Ameritech, may have subcontracted the printing of local telephone directories and have processes in place for contacting all area businesses (including state agencies) to determine the number of local directories needed at each street address. In Springfield, Ameritech has been calling offices and making inquiries to assure a sufficient number of local directories will be provided.

If you have not been contacted directly and have not placed an order for delivery of new local telephone directories, you should contact the customer service department of your LEC. Offices in Ameritech service areas throughout the state can call (800) 346-4377 to request printed copies of their local telephone directory. Offices in Verizon service areas should call (800) 888-8448 to request local directory copies. In areas where local service is provided by another independent telephone company, your agency should call the customer service number listed in the front of your current local directory.

The printing date of new local directories varies from carrier to carrier throughout the service areas of Illinois. Customer service for each LEC can advise you when their new local directories will be available. To avoid charges for delivery of local telephone directories, Telecommunications Coordinators should have each branch office order their own local books. Local service providers will deliver local directories to their customers at no charge. If, for example, a Telecommunications Coordinator in Springfield orders directories for a branch office in Rockford, the agency will be charged for those books since the request came from a non-Rockford based source.

In Springfield, the new Ameritech directories will be available in December. Ameritech is also offering an additional product this year --- electronic directories. The Springfield, Chicago, Champaign, and Peoria directories (all Ameritech areas) are available on CD. The CD can be loaded to your agency's LAN and shared by all users. If interested in this option, ask your LEC if a CD is available in your area, and once obtained, provide this to your system administrator. If

your agency has personnel who travel frequently or routinely use directory assistance in other municipalities, you may wish to consider obtaining directory CDs from cities frequently visited or contacted by your staff. The CDs can be loaded on laptops or LANs which will make directory information available to employees who lack Internet connectivity. If you are interested in an electronic directory from another city or service area, you can inquire whether a CD is available by contacting the customer service department for the LEC in that area. These CDs may be a useful tool in avoiding DA costs of up to \$1.00 per call.

Electronic (Ameritech) directories for Springfield, Champaign, Chicago, and Peoria are (or will soon be) available through customer service at Ameritech --- or, you may receive a copy from the Division of Telecommunications by emailing your name, state agency, and mailing address to sandy_hobbs@cms.state.il.us. Please specify which Ameritech CD directory is requested.